



## Office Coordinator - Senegal

### Our Client

Our client is a leading development finance company that focusses exclusively on investing in small and growing businesses (SGBs) at the base of the SME pyramid. An entrepreneur-led business that has been investing in SMEs since 1999.

Our client currently manages 7 funds on behalf of 25 international investors, development funders, banks, corporate and family foundations with committed capital in excess of USD350 million. We have on-the-ground local teams in 14 offices across 12 countries in Africa and the Middle East and have done around 450 investments in local small and growing businesses so far, creating more than 15,000 jobs.

Our client invests in start-up and growing businesses at the base of the SME pyramid. These owner-operated businesses typically lack track record and collateral but are deemed viable with the appropriate business support. We invest through the integrated provision of business skills, market linkages and risk capital (US\$100k - US\$1m) and in ways that are financially sustainable. Our investments are typically structured as medium-term risk capital typically through a self-liquidating 'mezzanine' instrument with repayment linked to the cash flow of the investee. We manage risk through on-the ground teams and proven investment and support processes and have adopted a fully integrated approach to responsible investment, with ESG considerations at each step of the investment process to maximize impact and mitigate risk.

### Role Summary

The Office Coordinator is responsible for organizing and coordinating office operations and procedures to ensure organizational effectiveness and efficiency. This is done through meeting specific functional and operational deliverables in line with signed service level agreements. This is to ensure that Our client goals are met. The Office Coordinator must plan, coordinate and deliver exceptional operational performance to Our client through the following:

- Effective and efficient management and delivery on daily operational activities;
- Ensuring compliance with approved policies, standards and procedures;
- Providing effective and efficient administrative support to the Operations Executive, Investment teams and other functions

### Primary Relationships

The position reports to the in-country Investment Executive. Within the organization, the position has primary working relationships with the in-country Investment team, General Operations, Finance, Credit Administration, Legal Collections, HR and Legal teams. Externally, the Office



Coordinator works with clients and service providers.

### Key Responsibilities

<p><b>Office management and support (30%)</b></p>	<ul style="list-style-type: none"> <li>• Receive office visitors, answer visitors' enquiries about Our client and its products or services, directing visitors to the right staff member</li> <li>• Answer incoming calls, directing call to the right staff member and setting up appointments or take properly detailed messages and hand to the appropriate staff member</li> <li>• Receive and handle generic incoming emails, directing the email to the right staff member to handle.</li> <li>• Fax documents or letters as requested</li> <li>• Collect (if applicable), receive, sort and hand out mail and other written correspondence</li> <li>• Attend to routine correspondence and prepare written reports when required</li> <li>• Assist staff members and the Company Secretary in planning and preparing meetings, training and conference telephone calls</li> <li>• Take and distribute accurate, quality minutes as and when required</li> <li>• Check if internet and Wi-Fi units are on and connected</li> <li>• Assist in solving connectivity problems by alerting and liaising with relevant parties</li> <li>• Act as Integr8, IST and ISP point of contact</li> </ul>
<p><b>Inventory and sourcing of supplies (20%)</b></p>	<ul style="list-style-type: none"> <li>• Keep inventory of and purchase and restock office supplies such as stationery, groceries, etc.</li> <li>• Ensure the regular inventory, purchase and restocking of office supplies</li> <li>• Procure goods (other than above), services or works from an outside external source in line with Supplier/Sourcing Policy as required</li> </ul>
<p><b>Health and Safety and physical security (5%)</b></p>	<ul style="list-style-type: none"> <li>• Implement Health and Safety procedures that have a strong focus on primary prevention of hazards.</li> <li>• Identify individual work hazards, assess and control/eliminate the work hazard as close to source (location of the hazard) as reasonable and possible.</li> <li>• Have in place maintenance, inspection and testing for all the fire safety equipment and systems, keeping records and certificates of compliance.</li> <li>• Support the maintenance of the office in accordance with the current/local fire code, which is enforced by the fire prevention officers of a local fire department, including the installation and maintenance of working smoke detectors</li> <li>• Support the implementation and maintenance of appropriate security measures that deny unauthorized access to facilities, equipment and resources</li> </ul>
<p><b>Repairs and maintenance (10%)</b></p>	<ul style="list-style-type: none"> <li>• Renew licenses and insurance of office vehicle</li> <li>• Manage driver/s and track usage of the office vehicle daily.</li> <li>• Implement and organize a regular maintenance schedule of the office vehicle</li> <li>• Implement and organize regular maintenance, testing and inspection schedules for office equipment such as printers, alarm systems, fire extinguishers, generators, air conditioners etc.</li> <li>• Arrange general office maintenance and repairs not covered by the landlord as required</li> </ul>

<b>Financial management (10%)</b>	<ul style="list-style-type: none"> <li>• Liaise with the local banks and compile and complete daily banking and maintain bank summaries</li> <li>• Manage Petty Cash</li> <li>• Renew relevant office insurance</li> <li>• Submit monthly PAYE returns (if applicable)</li> <li>• Submit monthly VAT returns</li> <li>• Provide Finance department with the relevant weekly and monthly bank and petty cash summaries, reconciliations, Expenditure invoices, corrective bank transfers and monthly debtors feedback for Fund Managers, etc.</li> <li>• Assist with annual financial audits for both Funds and Fund Managers</li> <li>• Initiate payment instructions for repatriation transfers upon Treasury's request</li> <li>• Assist with renewal of Fixed Deposits</li> <li>• Send invoices for payment in Mauritius as required</li> </ul>
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<b>Travel management (5%)</b>	<ul style="list-style-type: none"> <li>• Assist with the booking of flights, visa applications, airport transfers, accommodation, travel insurance, foreign exchange and car rental for internal staff and visitors, in line with the travel policy</li> <li>• Document and distribute a program of planned travel arrangements to local office management and own line manager</li> </ul>
<b>Human resources support (10%)</b>	<ul style="list-style-type: none"> <li>• Assist HR with HR administration pertaining to the local office such as new employees, leave, recruitment and exit process, exit process and other HR processes as applicable from time to time.</li> <li>• Arrange stationary, workstation set up and computer for new employees.</li> <li>• Introduce new joiner to the office and familiarize new employees with the office layout.</li> <li>• Provide a list of system information and IT details to the employee.</li> <li>• Provide relevant training information to HR monthly.</li> <li>• Inform HR of any changes to office details such as address and telephone number as well as employee events such as births, marriages, hospitalization etc.</li> </ul>

<b>Commercial property management / premises leasing (5%)</b>	<ul style="list-style-type: none"> <li>• Support the identification of office premises in line with the Our client Premises blueprint as and when existing office leases expire.</li> <li>• Support compliance with statutory requirements related to office layouts, including               <ul style="list-style-type: none"> <li>○ Minimum amount of space to be provided per staff member</li> <li>○ Fire safety arrangements</li> <li>○ Lighting levels</li> <li>○ Signage</li> <li>○ Ventilation</li> <li>○ Temperature control</li> <li>○ Welfare arrangements such as toilets and drinking water</li> </ul> </li> </ul>
<b>Business continuity management (BCM) (5%)</b>	<ul style="list-style-type: none"> <li>• Support the implementation of the Our client BCM plan as per BCM policy, standards and procedures</li> </ul>

### Key performance metrics/outputs

1. Condition and appearance of office
2. Working condition of office equipment and vehicle
3. Compliance with health and safety and security requirements
4. Stock provisions
5. Adherence to turn around times for other support teams

### Ideal profile

Our client is a mission-driven for profit development finance organization that is run on strong commercial principles. We recruit people that believe in the power of capital and market development to do bring about positive change in local communities. We employ people who are passionate about our sector and what we do, strong on ethics and committed to the success and sustainability of our clients and of our client.

Our client works with local entrepreneurs who are looking to professionalize and grow their businesses. We support them with practical, specific and relevant business advice. This requires us to be accessible, down-to-earth, pragmatic, hands-on, professional, respectful and honest.

Our client aims to develop long term relationships with its employees. We invest in our employees for the long term and offer a solid career in an organization that is at the forefront of impact investment. Learning is part of the Our client culture. Each employee, at every level, is conscious of the need to continuously raise her/his knowledge and skills. The willingness to learn is therefore a non-negotiable condition of employment.

### Required experience, qualification and skills

- Minimum of 3 years' experience in a similar role.
- Relevant experience in the financial services industry essential

**Key attributes and competencies**

<b>Accountability</b>	<ul style="list-style-type: none"> <li>• Accepts full responsibility for self and contribution as a team member;</li> <li>• displays honesty and truthfulness; confronts problems quickly;</li> <li>• displays a strong commitment to organizational success and inspires others to commit to goals;</li> <li>• demonstrates a commitment to delivering on his/her duty and presenting oneself as a credible representative of the firm to maintain the clients' trust and foster client loyalty.</li> </ul>
<b>Attention to Detail</b>	<ul style="list-style-type: none"> <li>• Accomplish a task through concern for all the areas involved, no matter how small.</li> <li>• Monitors and checks work or information and plans and organizes time and resources efficiently.</li> </ul>
<b>Client Service</b>	<ul style="list-style-type: none"> <li>• Is dedicated to meeting the expectations and requirements of internal and external clients in a manner that provides satisfaction for the client and fosters client loyalty.</li> <li>• It implies helping or serving others, to meet their needs.</li> <li>• It means focusing on discovering those needs and figuring out how to best meet them.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Effectively communicates by actively listening and sharing relevant information to anticipate problems and ensure effectiveness of the firm;</li> <li>• effectively communicates by adjusting style, tone and level of detail appropriate to the audience and occasion.</li> </ul>
<b>Initiative</b>	<ul style="list-style-type: none"> <li>• Identifies what needs to be done and acts to achieve standard of excellence beyond job expectations</li> </ul>
<b>Planning and Organising</b>	<ul style="list-style-type: none"> <li>• Establishes a systematic course of action for self to ensure accomplishment of specific objectives. Sets priorities, goals, tracking systems and timetables to achieve maximum productivity</li> </ul>
<b>Flexibility</b>	<ul style="list-style-type: none"> <li>• Adapts readily to changing situations</li> <li>• Is open to new ideas and new ways of doing things</li> <li>• Demonstrates patience with changing circumstances</li> </ul>
<b>Relationship Building</b>	<ul style="list-style-type: none"> <li>• Able to develop, maintain, and strengthen relationships with others inside or outside of the organization who can provide information, assistance, and support</li> </ul>

**Compensation**

Our client offers competitive compensation for the international development finance sector that will be commensurate with experience. Compensation includes a base salary and an annual bonus based on achievement of individual and institutional goals.

**Application**

To apply, please visit our [website](#) and download and complete an application questionnaire on this [link](#) and send a copy of your updated resume with the completed questionnaire to [hello@talentstoneafrica.com](mailto:hello@talentstoneafrica.com)



Please note that applications will be treated on a rolling basis and only shortlisted candidates will be contacted.

**\*\* Referral fee applies for the introduction of a successful candidate for placement. Terms & conditions applies.**